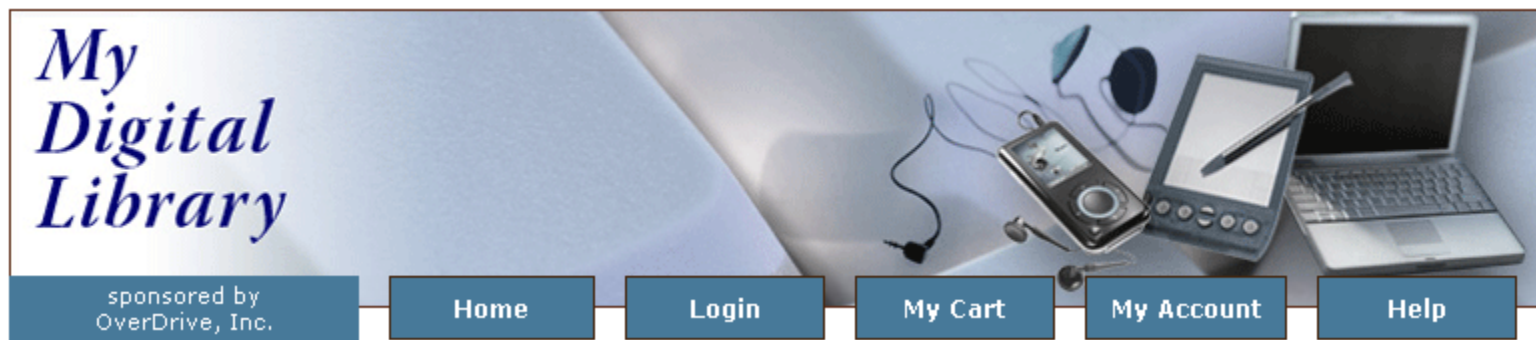


How to Reactivate a Download



A borrower might report:

- ▶ A missing download button
- ▶ A download error.

Learn how to reactivate a download for a borrower using Content Reserve's 'Search Checkouts' Report.

Reactivate a Download

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Downloadable Audio Books

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or do an
Advanced Search...

Fiction
General Fiction
Children's Fiction
Mystery & Thriller
Science Fiction & Fantasy
Young Adult

Nonfiction
General Nonfiction
Biography & Autobiography
Business
Language Instruction

Currently checked out items

Item	Checked out on:	Expires on:	Last downloaded on:
 Princess in Training The Princess Diaries, Volume VI by Meg Cabot OverDrive Audio Book (90290 kb) <i>The download limit for this title has been reached</i>	Oct 10, 2006	Oct 17, 2006	Oct 10, 2006
 Born Confused by Tanuja Desai Hidier OverDrive Audio Book (212735 kb) Download Book	Oct 10, 2006	Oct 17, 2006	

- Click here to download the the software needed to read OverDrive Audio Book titles.

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Download Error

We're sorry, but an error occurred while processing your download.

Error code: 80040812
Error details: Failed call to fulfill the title.

If this problem persists, [please contact support](#), providing the exact text of the error message displayed on this page.

[Click here to return to the previous page to try again.](#)

A borrower might report:

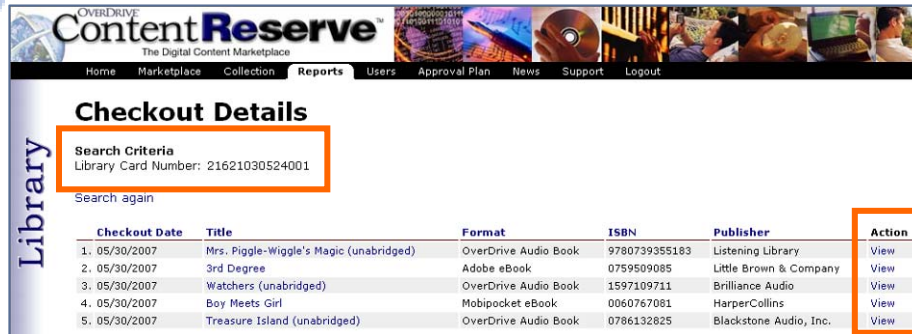
- ▶ A missing download button.
- ▶ A download error.

Why does this happen?

- ▶ Adobe eBooks: A license can be downloaded **one** time during a single lending period.
- ▶ OverDrive Video: A license can be downloaded **two** times during a single lending period.
- ▶ OverDrive Audio Titles: A license can be downloaded **three** times during a single lending period.

A license for a checked out title is downloaded when a borrower clicks the 'download' button.

Reactivate a Download



OverDrive Content Reserve
The Digital Content Marketplace

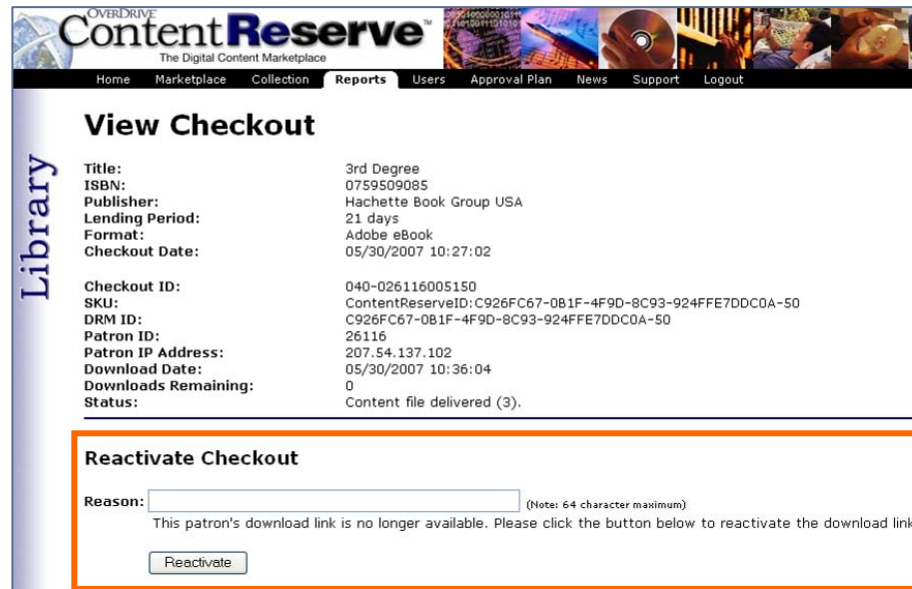
Home Marketplace Collection **Reports** Users Approval Plan News Support Logout

Checkout Details

Search Criteria
Library Card Number: 21621030524001

Search again

Checkout Date	Title	Format	ISBN	Publisher	Action
1. 05/30/2007	Mrs. Piggie-Wiggle's Magic (unabridged)	OverDrive Audio Book	9780739355183	Listening Library	View
2. 05/30/2007	3rd Degree	Adobe eBook	0759509085	Little Brown & Company	View
3. 05/30/2007	Watchers (unabridged)	OverDrive Audio Book	1597109711	Brilliance Audio	View
4. 05/30/2007	Boy Meets Girl	Mobipocket eBook	0060767081	HarperCollins	View
5. 05/30/2007	Treasure Island (unabridged)	OverDrive Audio Book	0786132825	Blackstone Audio, Inc.	View



OverDrive Content Reserve
The Digital Content Marketplace

Home Marketplace Collection **Reports** Users Approval Plan News Support Logout

View Checkout

Title: 3rd Degree
ISBN: 0759509085
Publisher: Hachette Book Group USA
Lending Period: 21 days
Format: Adobe eBook
Checkout Date: 05/30/2007 10:27:02

Checkout ID: 040-026116005150
SKU: ContentReserveID: C926FC67-0B1F-4F9D-8C93-924FFE7DDC0A-50
DRM ID: C926FC67-0B1F-4F9D-8C93-924FFE7DDC0A-50
Patron ID: 26116
Patron IP Address: 207.54.137.102
Download Date: 05/30/2007 10:36:04
Downloads Remaining: 0
Status: Content file delivered (3).

Reactivate Checkout

Reason: (Note: 64 character maximum)
This patron's download link is no longer available. Please click the button below to reactivate the download link.

[Reactivate](#)

Use Content Reserve to reactivate a download:

1. You will need the borrower's library card number and title.
2. Login to Content Reserve:
Reports Tab > Search Checkouts.
3. Enter the library card number. The 'Checkout Details' page appears.
4. Click 'View' next to the title you wish to reactivate.
5. Under 'Reactivate Checkout', enter a reason if prompted (required for Adobe eBooks).
6. Click 'Reactivate'.
7. The title can now be downloaded.